Terms which we didn’t understood :

1. CFWEB

2. ISA ISSUES

3. MLSVC

4. Quote Initiated Rate

5. CCCOne Soap call error

6. QuoteLab

7. XPM Error Rate

1)How to connect to user?

2)what if user failed to provide details in time?

3)what if it effects the SLA time to resolve and close the ticket?

4)what if the URL to Splunk?

5)How to search and get particular error in Splunk?

6)How many 3rd parties involved in incident to resolve?

7)Who is L1 team first contact

8)What’s the solution when we login and check the Splunk details?

9)How do we escalate it to Dev team?

10)How to check whether the user given exact issue?